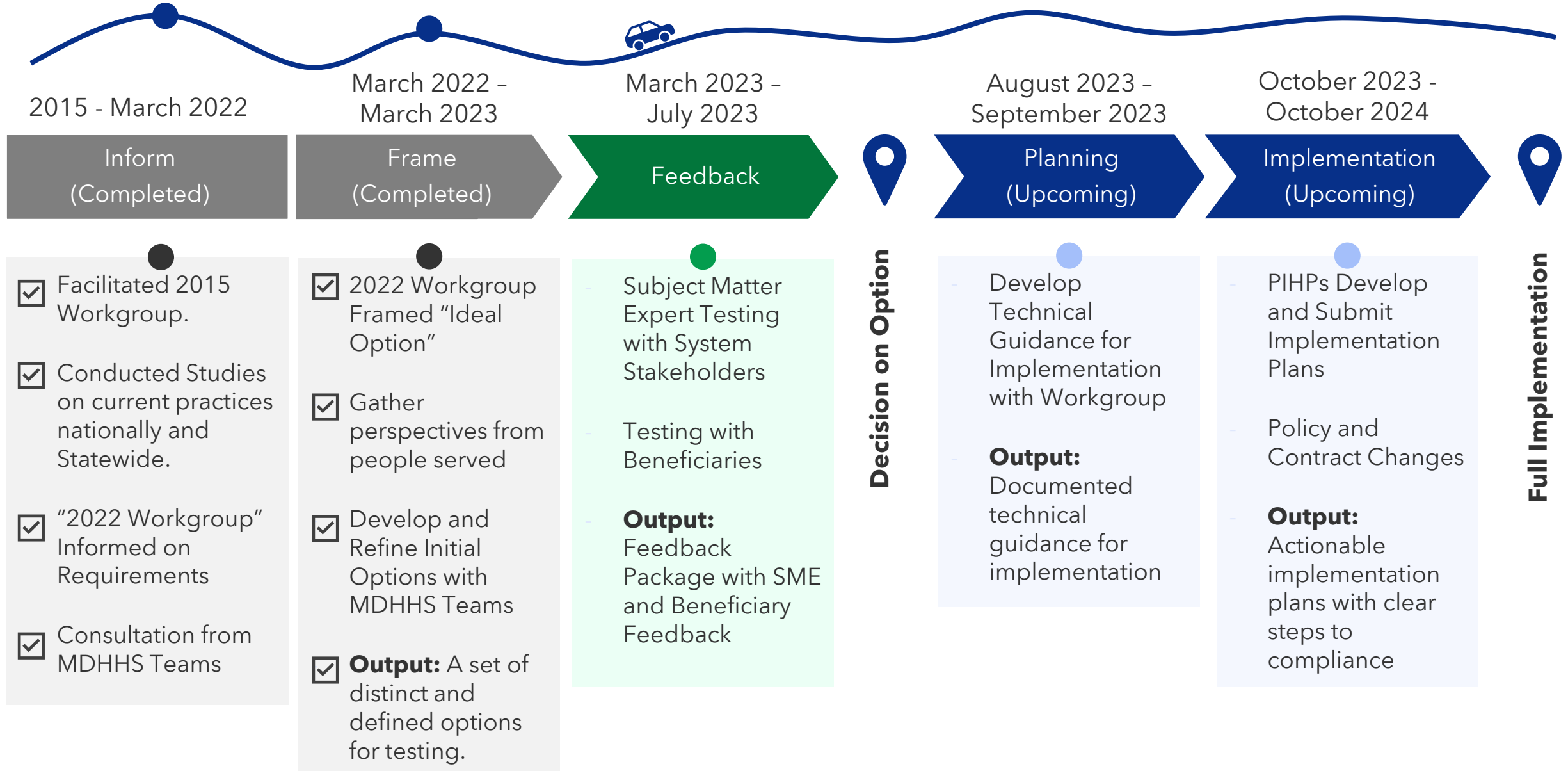


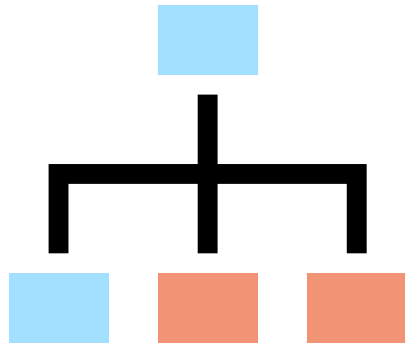
Timeline



What is the Purpose of Option Testing?

- To explore each Option from various angles by thinking about how it might impact realistic situations.
- To identify strengths and weaknesses of each Option based on the Criteria developed by the workgroup.

Options and Scenarios



Options are possible ways the system might be transformed to align with CFA&P requirements. MDHHS developed and presented Options in March 2023.

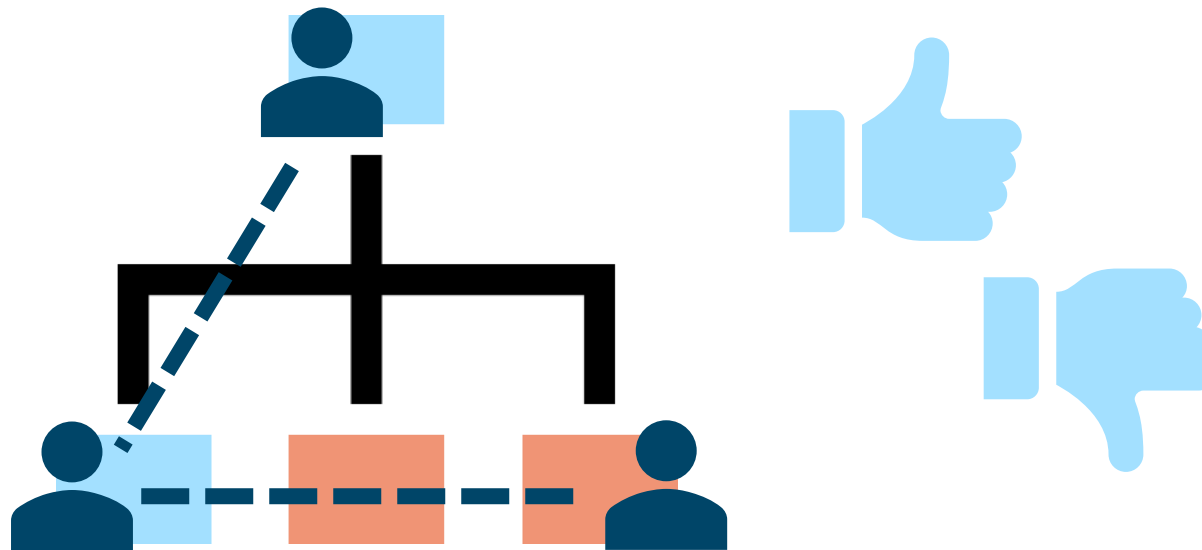


Scenarios are situations that are likely to be affected by CFA&P requirements (for example, how a person served might interact with the system).



Criteria are areas that may be impacted (positively or negatively) by changes to the system. The State wants to know how each Option would impact each Criteria. Criteria were developed by the CF&AP Workgroup in June 2022.

Testing Process



Testing Process

During the testing process (multiple meeting), each breakout group will:














































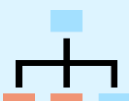














- Be assigned one Option.
- Conduct tabletop exercises to consider how their Option might impact several real-world Scenarios.

Meeting Structure

During each testing meeting, each breakout group will focus on a single Scenario in order to:

- Evaluate how their Option might impact the Scenario.
- Provide written feedback on the potential impacts.
- Identify strengths and weaknesses related to the workgroup-identified Criteria.

Feedback Package

	Access	Autonomy	Continuity	System Viability	Admin. Efficiency	Min. System Changes	Alignment in System
Option 1 	 	 	 	 	 	 	 
Option 2 	 	 	 	 	 	 	 
Option 3 	 	 	 	 	 	 	 
Option 4 	 	 	 	 	 	 	 

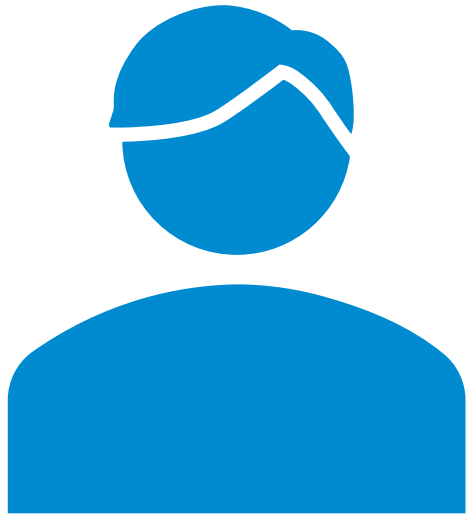
Once all Scenarios are tested, the strengths and weaknesses identified for each Option will be summarized and provided to MDHHS to support their decision.

The worksheet notes and listening session feedback will also be included in the feedback package.

Try framing your notes like:
"[Criteria] is a weakness/strength in Option [X] because..."

Summary of Scenario #2

In the May CFA&P Meeting, breakout groups will continue to test their Option by walking through Scenario #2.



Scenario #2: Dissatisfied Beneficiary- A person wants to change their direct service provider after negative experiences with multiple workers from the organization. Assume their needs have not changed. Walk the scenario from the addendum process, through referral to a new provider, and up to initial delivery of services by that provider.

Scenario #2 should at least consider the following functions: plan monitoring, request for service, referral, provider network management, and quality oversight and improvement.



Scenario #2: New Beneficiary- Draft Reflection Questions

1. In what ways does this Option work well? What do you like about this Option?
2. What changes to the Option would improve the person's experience?
3. What factors, if any, would change your responses to the answers above?
4. What other observations or notes do you have about this Option?

1

Assign Roles (~5 Minutes)

The Note Taker: A person who takes notes while sharing their screen, completes breakout group form, and captures feedback. The Note Taker must be willing to document the opinions of the group, even if they disagree.

The Timer: A person who keeps the time and notes when the breakout group needs to move to the next discussion item. It is your job to help your breakout group complete the Scenario in today's meeting.

The Messenger: A person who asks for help when the breakout group has questions or is stuck.

2

Review Option Details (~10 Minutes)

3

Walk through Scenario (~30 Minutes)

4

Review & Respond to Questions (~30 Minutes)

5

Complete the Form (~15 Minutes)

Questions and Next Steps